

# Tell us what you think of our plans for how you get to see a doctor or nurse quickly.



## Have your say by 21 August 2018

### **What do you think about our ideas?**

This document tells you some of the changes we are thinking about making so it is easier to see a doctor or nurse quickly when you need to in Barking and Dagenham, Havering and Redbridge.

We want to know what you think and if there is anything else you want us to think about. We'd like to hear from as many local people as possible, so please tell your friends and family about this, and ask them to let us know what they think too.



**Remember to let us know  
what you think by:  
5pm on 21 August 2018.**



# What services might change?

- Sometimes you might need to see a doctor or nurse quickly because you feel unwell, get a cut or infection, or a fever.



- This is called needing urgent care. It is not the same as an emergency where you are so ill or injured that you would need to go to hospital.



- If you need to see a doctor or nurse that day you will usually go to your GP practice.



- If you can't get an appointment, or your GP practice is closed, it can be confusing to know where to go when you need medical help.



- Your local NHS wants to make it easier by making some changes to services near where you live.



**We want you to tell us what you think of our plans.**

**Nothing has been decided. We want to know what you think we should do.**



## What we think we should do

We think we should change where you can walk in and queue to see a doctor or nurse. **We have 2 options for this.**

We think there should be more places you can book an appointment to see a doctor or nurse on the same day.

We also think people should always dial 111 first and speak to an expert when they need urgent care who will tell you where to go to get treatment.

Option 1:	Option 2:
To see a nurse or doctor that day in your area, you can book an appointment by calling NHS 111. 	To see a nurse or doctor that day in your area, you can book an appointment by calling NHS 111. 
You can walk in and queue or book an appointment to see a doctor or nurse at King George and Queen's Hospitals, Harold Wood Polyclinic or Barking Community Hospital. 	You can walk in and queue or book an appointment to see a doctor or nurse just at King George or Queen's Hospitals. 
There would also be 8 different places where you could also book an appointment to get medical help that same day. <b>This includes</b>  <ul style="list-style-type: none"> <li>• Loxford Polyclinic</li> <li>• South Hornchurch Health Centre</li> </ul>	There would also be 10 different places where you could also book an appointment to get medical help that same day. <b>This includes:</b>  <ul style="list-style-type: none"> <li>• Harold Wood Polyclinic</li> <li>• Barking Community Hospital</li> <li>• Loxford Polyclinic</li> <li>• South Hornchurch Health Centre</li> </ul>

# What do you think?

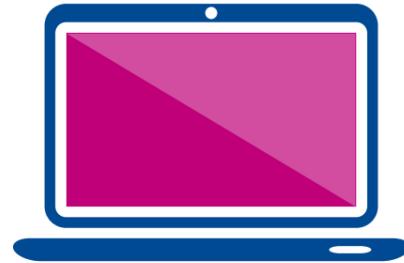
## You can let us know what you think in lots of ways:

To find out more and fill in the online questionnaire visit online:

[www.barkingdagenhamccg.nhs.uk/urgent-care](http://www.barkingdagenhamccg.nhs.uk/urgent-care)

[www.haveringccg.nhs.uk/urgent-care](http://www.haveringccg.nhs.uk/urgent-care)

[www.redbridgeccg.nhs.uk/urgent-care](http://www.redbridgeccg.nhs.uk/urgent-care)



**Send us an email:**

haveyoursay.bhr@nhs.net



**Call us:**

020 3688 1615



**Write to us:**

FREEPOST BHR CCGS

If you'd like us to come out and talk to your group about this, please let us know.



**Remember to let us know what you think by:**

**5pm on 21 August 2018.**

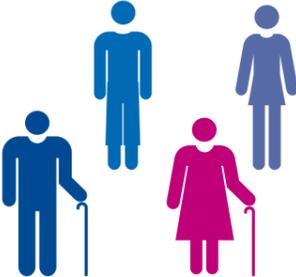


# Feedback form

If you need help filling in the feedback form, let us know and we will find someone to help you.

**NOTE:** We ask these questions because we need to understand who has completing this form to make sure we get as many different views as possible.

Are you? 	✓ Tick		✓ Tick
Male	<input type="checkbox"/>	Other	<input type="checkbox"/>
Female	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

How old are you? 	✓ Tick		✓ Tick
Under 18	<input type="checkbox"/>	55 to 64	<input type="checkbox"/>
18 to 24	<input type="checkbox"/>	65 to 74	<input type="checkbox"/>
25 to 34	<input type="checkbox"/>	75 or older	<input type="checkbox"/>
35 to 44	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
45 to 54	<input type="checkbox"/>		<input type="checkbox"/>

Are you disabled? 	✓ Tick		✓ Tick
Physical/mobility issue	<input type="checkbox"/>	Learning/mental health issue	<input type="checkbox"/>
Visual impairment	<input type="checkbox"/>	Hearing problems	<input type="checkbox"/>
Another issue	<input type="checkbox"/>	No	<input type="checkbox"/>

Where do you live? 	✓ Tick		✓ Tick
Barking and Dagenham	<input type="checkbox"/>	Redbridge	<input type="checkbox"/>
Havering	<input type="checkbox"/>	Other	<input type="checkbox"/>

If you have ticked 'Other' please tell us which area here:

# Feedback form

## What background are you from?

This is not about where you were born. It's about the group you think you belong to.



	✓ Tick
Any white background	
Any mixed background	
Any Asian background	
Any black background	
Any other group. Please tell us what?	
Prefer not to say	

## Are you telling us your thoughts as:



	✓ Tick
A local person	
On behalf of an organisation or group	
If so, which?	
A healthcare professional	
Someone who would be affected by the changes	
Other	
If so, why?	

## What do you think about

**Question 1:** If your own doctor can't see you, would you be happy to be seen at a different GP practice if this meant you would be seen more quickly?

**Yes**
 **No**
 **Don't know**

**Question 2:** Which of our 2 options for how and where you could see a doctor or nurse do you prefer?

- Option 1** – Walk in and queue or book an appointment at King George and Queen's Hospitals, Harold Wood Polyclinic and Barking Community Hospital. 8 different places where you can just book an appointment located across Barking and Dagenham, Havering and Redbridge.
- Option 2** – Walk in and queue or book an appointment at King George and Queen's Hospitals. 10 different places where you can just book an appointment located across Barking and Dagenham, Havering and Redbridge.
- No preference**

Is there anything else you want to tell us, or think we should consider before making decisions about these urgent care services?

If you would like us to tell you what decisions we make about these proposals, please write your name and email address in the box below. We will keep your details safe and won't share them.



**Name:** \_\_\_\_\_



**Email:** \_\_\_\_\_

**Thank you for taking the time to let us know what you think.**